

In reference to Docket 04-435 I urge you to refrain from allowing the use of cellular telephones onboard commercial aircraft during flight. My opinions are based upon my 32 years of service as a flight attendant. Passengers on public flights are confined in a small space, sometimes for many hours, and many times are unable to relocate to an alternate seat to escape annoyances. Persons using cellular telephones have a tendency to speak louder than they would in normal conversation and to be flanked by two seatmates holding conversations and/or sitting in front of someone doing so for any length of time could cause a temper flare-up in the most agreeable passenger. We, as crewmembers, have dealt with enough onboard rage incidents and do not need any ruling which would incite more. Passengers currently are permitted to use their phones onboard until we leave the gate and the entire taxi into the gate period after landing. In addition, most captains are agreeable to allowing their use during long delays prior to takeoff. Please consider continuing their ban during flight, if only from the anger management aspect. Susan Russell